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**Abstract**

Higher Education institutions are operating in an environment of increasing accountability demands from a diverse group of stakeholders. The challenge for many, is balancing this with autonomous decision making, planning and management. This article provides a practical perspective to leaders and senior administrators in Higher Education on gathering and using information to support governance, decision making, strategic planning, performance management as well as demonstrating performance for accountability purposes. A case study highlights the experience of establishing an Institutional Research function to carry out this role, from both a national and institutional perspective. (HRK / Abstract übernommen)